

How can I use the Family Resource Center to Coordinate Care with Providers?

The Family Resource Center has office equipment that you can use while you are at Children's Hospital to help you coordinate your child's services. Office equipment available for your use at no cost includes:

- ▶ Internet
- ▶ Copier
- ▶ Fax



The Family Resource Center is supported by funds from the Louisiana Department of Health and Hospitals and the U.S. Department of Health and Human Services - Maternal & Child Health Bureau.

Family Resource Center

Children's Hospital

200 Henry Clay Avenue

Suite 2020

New Orleans, LA 70118

Phone (504) 896-1340

Fax (504) 896-1360

Located within Children's Hospital:
Second Floor-Ambulatory Care Center
Tchoupitoulas Street entrance
Near green elevators

Hours of operation:

8:30 a.m. – 4 p.m.

Monday through Friday

www.dhh.la.gov/CSHS

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Children's Special Health Services Family Resource Center



**DEPARTMENT OF HEALTH
AND HOSPITALS**
Public Health

CSHS FAMILY RESOURCE CENTER—Information Request

If you want information on any services/resources listed below, complete form (✓ information requested) and submit by one of the following:

* Take to the Family Resource Center (Suite 2020) * Call the Family Resource Center * Mail or Fax to the Family Resource Center

The Family Resource Center is open 8:30 a.m. - 4:00 p.m., Monday - Friday Phone: **(504) 896-1340** FAX: **(504) 896-1360**
CSHS Family Resource Center at Children's Hospital (Tchoupitoulas Street Entrance—near Green Elevators)
200 Henry Clay Avenue, Suite 2020, New Orleans, LA 70118

Child/Youth Name: _____ Child/Youth Date of Birth: ____/____/____

Parent/Guardian Name: _____ Daytime Phone: _____

Mailing Address: _____

Email Address: _____

OPTIONAL: I give permission for my name & address to be given to the Families Helping Families in my area of the state so that I can be informed of upcoming events and news for families of children with special health care needs.

Signature of parent or guardian: _____

Family Support

- ☐ Families Helping Families in my area of the state
- ☐ Family to Family Health Information Center in my area of the state
- ☐ Learn how to communicate with other families of a child with similar needs
- ☐ Find out about trainings/events (online or in community)
- ☐ Get books from parent support lending libraries
- ☐ Parent support organization: List organization or type of parent support requested _____
- ☐ State or national disability organization: List organization _____
- ☐ Help to research information on the Internet
- ☐ All

Agencies that Serve Children with Disabilities

- ☐ The ARC
- ☐ EarlySteps (developmental program for infants/ toddlers)
- ☐ Office for Citizens with Developmental Disabilities OR Human Services Authority (respite care, cash subsidy, waiver services)
- ☐ All

Health Information

- ☐ Learn how to prepare for visits with doctor
- ☐ Learn how to make and keep track of appointments/Medical Diary
- ☐ Health information
- ☐ All

Find Needed Health Care

- ☐ Non-Medicaid health provider
- ☐ Children's Special Health Services (outside of New Orleans area)
- ☐ State Genetic Clinics in your area of the state
- ☐ Dentist
- ☐ Family Planning Clinic or birth control services for teen
- ☐ All

**DEPARTMENT OF HEALTH
AND HOSPITALS**
Children's Special Health Services

Insurance/Medicaid/Medicare

- ☐ Information about health insurance
- ☐ Find out about Medicaid programs
- ☐ Information about Medicaid Transportation
- ☐ SSI/Social Security
- ☐ All

Information about Assistance Services

- ☐ Assistive Technology
- ☐ Emergency Preparedness
- ☐ Food assistance (food stamps/food bank)
- ☐ All

School Issues

- ☐ Department of Education/School
- ☐ Get help to prepare for IEP (Individual Education Plan)
- ☐ Find an appropriate school
- ☐ Get help with school problem(s)
- ☐ All

Transition (over age 14 issues)

- ☐ What I need to know before and after youth with special health care needs reaches age 18
 - Wills and Special Needs Trusts
 - Guardianship/tutorship
- ☐ Evaluation for special equipment to drive/Driver training for youth with special health care need
- ☐ Independent Living
- ☐ LRS (Louisiana Rehab Services)
- ☐ College/Vocational Schools/Scholarships/Financial Assistance (*Louisiana College Guidebook for Parents and Students on Higher Education & Disability*)
- ☐ Selective Service (males 18 & over)
- ☐ Voter registration
- ☐ All

Recreation/Sports

- ☐ Summer camp or community activities

Other:

- ☐ _____

What is the Family Resource Center?

The Family Resource Center is an office located at Children's Hospital that provides parent-to-parent and youth-to-youth support services to help families become aware of and access needed community resources for children who have special health care needs.

The Center is operated by Children's Special Health Services (CSHS), which is a program in the Department of Health & Hospitals' Office of Public Health.



How can the Family Resource Center Help me?

Staff can:

- ▶ Connect you with parent and child/youth support groups in your area of the state
- ▶ Refer you to programs that serve children who have special health care needs
- ▶ Give you information about transitioning to adult services (doctors, schools, job training, independent living)
- ▶ Help you find needed health care services and resources

Who Can Use the Family Resource Center?

Families of children who receive medical care at Children's Hospital may request services from the Family Resource Center. There is no cost for these services.

How can I get resource information?

The first step in getting information is to complete the enclosed request form.

Then:

- ▶ Take the Information Request to the Family Resource Center, located on the second floor of the Ambulatory Care Center (Suite 2020)

Or

- ▶ Mail the Information Request to the Family Resource Center at 200 Henry Clay Avenue, Suite 2020, New Orleans, LA 70118 or fax it to the Center at (504) 896-1360

Or

- ▶ Call the Family Resource Center while you are getting services at Children's Hospital, (504) 896-1340

